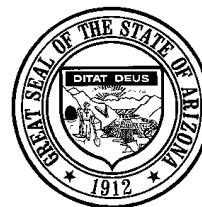


The TPO Connection

A Telecommunications Program Office Publication

STATE OF ARIZONA



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A Closer Look

Bird's Eye View into the Telecommunications Program Office

You have probably heard the acronym "TPO" bandied about a lot lately. And if you are like most people, you probably have a vague idea of what the letters stand for, and an even foggier notion of what the department does.

We hope to clarify both of those notions for you in this, our first edition of The TPO Connection. So just what does TPO stand for? TPO is an abbreviation for the Telecommunications Program Office. It is a relatively new office, having started in March 2004 with the hiring of Director Andre Briere to head the group.

The mission of the Telecommunications Program Office is to manage the statewide telecommunications outsourcing contract and help the Telecommunications Service Provider (TSP) work effectively

with the State to deploy services. It is the TPO's responsibility to help the State realize the benefits of

outsourcing the telecommunications infrastructure to a third party. The TPO reports to the Telecommunications Executive Governance Committee (TEGC), which is comprised of directors from 14 State Agencies.

The TPO is working collaboratively with the Government Information Technology Agency (GITA) to realize its strategic objectives of balancing improved telecommunication services with cost management of those services.



The TPO: Plugging into new approaches to technology.

Outsourcing Telecom

Making the Case for Deployment of Services

The State Legislature directed us to outsource Telecommunications to help consolidate our spending by lowering per-unit costs for telecommunication services and by leveraging the state's buying power.

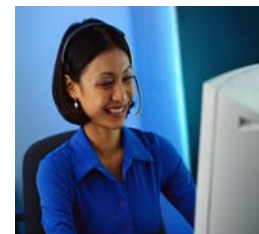
Outsourcing would also provide the State with the capacity to support new applications and emerging technologies, and

provide the State with access to scarce technical expertise.

If the State decides that it is in its own best interest to proceed with outsourcing, the move would significantly reduce our exposure to the real and ever-increasing threats to our network and computing systems.

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Integrated Services: Better, faster, more efficient.

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Who Are the Three Contenders for the Project?

Let's take a look at the three contenders for the State's telecommunications outsourcing initiative. **Accenture** is a global management consulting, technology services and outsourcing company. It is committed to delivering innovation, and collaborates with its clients to help them become high-

performance businesses and governments. **AT&T** has been providing excellent quality and reliability in communications for over 125 years. The company is backed by the research and development capabilities of AT&T Labs, and is committed to innovation in local, long distance, Internet, and transaction-



based voice and data services.

IBM has a large global infrastructure, which leads to economies of scale that is passed on to its customers. In addition, IBM creates and leverages methods, tools, processes and intellectual capital to create high service levels. IBM's ability to leverage intellectual capital helps it to maintain its rating as one of the most



Meet the Telecommunications Program Office Director

Andre Briere was appointed Director of the Telecommunications Program Office in March 2004. Andre works closely with his staff and statewide agency leadership to assure that the State of Arizona has an effective and efficient consolidated, shared, telecommunications infrastructure to meet the needs of government agencies, their employees and the public.

Andre came to the State of Arizona from the California State Automobile Association in San Francisco where he was responsible for Enterprise Systems. Prior to that he

held leadership roles with Catholic Healthcare West, the City of Phoenix, Samaritan Health Systems in Phoenix and the City of Seattle. Andre was presented with an award for Technical Excellence from Carnegie Mellon University. He served on the Boards



Andre Briere

of the Society for Information Management (SIM), Goodwill Industries and the YMCA. He is also a past member of GUIDE International and past president of the Air Force Academy Parents Club and the Olympic Northwest Ballet Company.

Andre attended the University of San Francisco majoring in Psychology, Arizona State University Institute for Public Executives, American Management Association, and the Arizona State University Public Executive Management Academy.

TPO: Working As an Advocate for All State Agencies

As manager of the telecommunications outsourcing initiative, TPO Director Andre Briere envisions the role of his organization as being an advocate for the state Agencies both during the outsourcing initiative and beyond. He said that this means that the TPO needs to be fully understanding of the needs of the Agencies and to properly align the Telecommunications Service Provider (TSP) and the TPO to service those needs.

Director Briere says the TPO will be successful as an advocate for the Agencies by spending time with each Agency and helping in the planning stages of the contract and understanding the impact of the contract on each Agency. In this way, the TPO will become a "Virtual Employee" of each of the Agencies in its representation of the issues and concerns that they may have regarding key points during negotiations.

By maintaining frequent and constant communications with each Agency at all levels of the organization, and with the selected outsourcing provider, the transition should be as close to seamless as possible, he said.

Unscrambling the Letters

In our next issue, we'll do our best to unravel the mysterious language of acronyms.